

Attachment F – Interconnection User Guide

Region-wide Uniform OSS Collaborative Process Recommendations

In an effort to avoid the impasse and subsequent delays experienced in the Advanced Services OSS Collaboratives, AT&T is submitting process recommendations in regard to the structure and parameters of the upcoming Uniform OSS Collaborative Sessions. In addition to the recommendations discussed below, AT&T proposes breaking the collaborative into five Sections: pre-ordering/ordering, provisioning, maintenance and repair, billing, and OSS infrastructure. Each Section of the Collaborative will address the specific issues associated with the particular functions of the listed interfaces and the OSS Infrastructure Sections will address issues that transcend the OSS functions, including change management, testing, publication technologies for specifications, etc.

AT&T has attached a proposed set of issues for each Section that should be addressed in the specific Collaborative Section. Other participating CLECs, as well as SBC, will be requested to add issues to the lists as needed. Each Section will consist of a sufficient number of sessions to work through the issues list associated with that Collaborative Section. In addition, a leadership team comprised of one CLEC Leader and one SBC Leader will be established for each Section. These Section Leaders are required to attend each session of the Section in order to provide continuity, ensure progress is being made, and permit closure of the various issues.

- **Continuity of Participants**

The Advanced Services Collaborative was hampered by the fact that there was a lack of continuity of participants who were not necessarily aware of commitments and issue resolutions that had occurred at prior sessions. That lack of continuity and its attendant confusion is a barrier to resolving issues in the short timeframes contemplated by the SBC/Ameritech Merger Order. Consequently, as discussed above, AT&T proposes that SBC and the CLECs each appoint a Leader to represent the respective parties during each Collaborative session to provide continuity and aid in the speedy resolution of issues during the Collaborative process. The Leaders will be required to attend each session of their respective Collaborative Sections, and are responsible collectively for documenting agreements, ensuring that deliverables are timely provided to the participants, and recording resolutions reached during each session. In addition, the Section Leaders will be responsible for drafting and providing a written report at the end of the Collaborative process which sets forth in detail the resolution of items addressed in the Collaborative Section.

- **Required Participation of Subject Matter Experts (SMEs)**

Another impediment to resolving issues in the Advanced Services Collaborative was the unavailability of SBC SMEs for particular discussions. To provide continuity and improved productivity, SBC and the CLECs will be required to provide *knowledgeable subject matter experts* for each session in each Collaborative Section to address, discuss and resolve issues which appear on the issues list. The appropriate SMEs must be involved in all discussions relevant to their respective areas of expertise. Invariably, the collaborative discussions will require SBC and CLEC documentation or other information be produced to resolve outstanding issues. The timely production of these data to the requesting parties will be required. In addition, it is critical that the SBC SMEs are capable of substantively addressing both the SBC and Ameritech regional systems.

- **Obligation to Provide Requested Information and Documents**

All parties must commit to compile the technical information and documents requested during the Collaborative Sections in a timely manner. The requested data will be provided prior to the collaborative session in which the issue will be discussed. The Section records will be maintained so that each request for supplemental information is documented as to the description of requested material, date requested and date delivered and parties receiving copies of the documentation.

- **Increased Accountability**

The use of an "Action Item" log within the Section records with dates assigned for follow-up prior to the subsequent meeting will help to ensure the continued progress of the collaborative process.

- **FCC Participation**

To facilitate the collaborative process, AT&T proposes that FCC representatives attend and participate in the sessions and be in a position to mediate any disagreements so that the parties can reach quick consensus, thus preventing the need to invoke the arbitration provisions of the merger conditions.

- **Independent Transcriber of Collaborative Discussions**

To ensure all parties access to accurate documentation, an independent transcriber will record each collaborative session. These transcripts will be made available to SBC and all participating CLECs in a timely manner.

- **Documentation of Resolved Issues**

At the conclusion of the Collaborative Sections, the leaders of each Section will prepare and deliver a written statement that provides a detailed statement of the issues that have been

resolved and reflects any timetables or schedules that relate to the system enhancements for the OSS interfaces. The OSS Infrastructure Section leaders will prepare and deliver a statement that summarizes the results and resolutions of the five Section effort which will be used as a catalyst for the Business Rules Collaboratives which are to follow the OSS Collaboratives.

CLEC OSS Issues -- Master Issues List

08-Apr-00

- 24 *27-Mar-00* *ALL*
What specific information will be provided in response to CLEC queries for pending orders for a specific WTN??
- 25 *27-Mar-00* *ALL*
Will SBC make available to CLECs via the Feature/Service Availability query, the ability to retrieve the information alphabetically sorted by USOC?
- 26 *25-Mar-00* *ALL*
Will SBC make available to CLECs via the Feature/Service Availability query, plain language descriptions of the features and services in addition to the USOCs?
- 27 *25-Mar-00* *ALL*
Will the PIC/LPIC query response provide the name of the interexchange carrier, the carrier identification code (CIC), or both?
- 28 *25-Mar-00* *ALL*
For telephone number reservations, will CLECs be able to change the reservation once it is made? Could the reservation period be extended by the CLEC updating the reservation?
- 29 *25-Mar-00* *ALL*
Will SBC implement changes to the connectivity options that are currently available to CLECs for EDI exchanges?

CLEC OSS Issues -- Master Issues List

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- 30 *25-Mar-00* *ALL*
What pre-order response time commitments will be available to CLECs? Will separate time commitments be made for application-to-application versus EDI?
- 31 *27-Mar-00* *AIT*
Order Supplements -- Ameritech requires CLECs to identify line item changes in Order Supplements. No other SBC region requires these. What steps will AIT take to conform to SBC methods?
- 32 *25-Mar-00* *ALL*
What end user address standards will SBC incorporate in its LSOG 4 design? Will the standards vary by region?
- 33 *25-Mar-00* *ALL*
What order types will SBC provide for UNE-P orders? What limitations on order types will SBC determine on a state-specific basis?
- 34 *25-Mar-00* *ALL*
What data validation methods can SBC employ other than full address validation, to ensure a local service request is to be processed for a particular end-user account?
- 35 *25-Mar-00* *ALL*
What process(es) will SBC undertake to verify address information in its customer record database using the Street Address Guide for reference?

CLEC OSS Issues -- Master Issues List

08-Apr-00

- 36 *25-Mar-00 ALL*
What use does SBC make of a CLEC-supplied CLLI code for UNE local service requests?
- 37 *25-Mar-00 ALL*
Provide a process flow chart that reflects the system and/or manual processing of a valid LSR for UNE-P POTS service order through the SBC systems. For each region, provide any unique processing.
- 38 *25-Mar-00 ALL*
Provide a process flow chart that reflects the system and/or manual processing of a valid LSR for UNE-L 2-wire analog service order through the SBC systems. For each region, provide any unique processing.
- 39 *25-Mar-00 ALL*
What order processing steps require manual interactions on the part of SBC representatives to process LSRs for UNE-P?
- 40 *25-Mar-00 ALL*
Provide a listing of UNE-P order and service types that do not flow-through the SBC systems on a fully electronic basis. Under what conditions does a UNE-P order fall to manual processing?
- 41 *25-Mar-00 ALL*
Describe any region-specific ordering differences for updating the Line Information Data Base (LIDB).

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- 42 *25-Mar-00* *ALL*
Describe any region-specific ordering differences for updating the E-911 database.
- 43 *25-Mar-00* *ALL*
Describe any region-specific ordering differences for updating the directory listing databases that support SBC directory assistance.
- 44 *26-Mar-00* *ALL*
What will SBC do to conform its business rules concerning orders for directory listings associated with unbundled network elements?
- 45 *26-Mar-00* *ALL*
Provide a listing of UNE-L order and service types that do not flow-through the SBC systems on a fully electronic basis. Under what conditions does a UNE-L order fall to manual processing?
- 46 *26-Mar-00* *ALL*
Provide the business rules that SBC applies for creation of Billing Account Numbers (BAN) for each region.
- 47 *27-Mar-00* *ALL*
Describe the use that SBC makes of the RPON (Related Purchase Order Number) field in processing UNE- P LSRs.

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- 48 *27-Mar-00 ALL*
Describe the use that SBC makes of the RPON (Related Purchase Order Number) field in processing UNE- L LSRs.
- 49 *27-Mar-00 AIT*
RESNUM field in LSR form -- only used in Ameritech region -- why is this data required?
- 50 *27-Mar-00 AIT*
Version (VER) data standard in LSR form is 2A/N Ameritech format is 2N. Needs to be conformed to ATIS standard
- 51 *27-Mar-00 AIT*
EXPEDITE REASON -- CLECs require Ameritech business rules that define the allowable reason types and codes that are to be provided in LSR form
- 52 *27-Mar-00 AIT*
INIT FAX NO -- data characteristics not defined in LSR form
- 53 *27-Mar-00 AIT*
STREET (INIT) data characteristics not defined in LSR form
- 54 *27-Mar-00 AIT*
FLOOR (INIT) field -- data characteristics not defined in LSR form

CLEC OSS Issues -- Master Issues List

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- 55 *27-Mar-00* *AIT*
ROOM/MAILSTOP (INIT) -- data characteristics not defined in LSR form
- 56 *27-Mar-00* *AIT*
CITY (INIT) -- data characteristics not defined in LSR form
- 57 *27-Mar-00* *AIT*
STATE (INIT) -- data characteristics not defined in LSR form
- 58 *27-Mar-00* *AIT*
ZIP (INIT) -- data characteristics not defined in LSR form
- 59 *27-Mar-00* *AIT*
PAGER (IMPCON) -- data characteristics not defined in LSR form
- 60 *27-Mar-00* *AIT*
DRC field -- PWK data element is not defined for the DRC value in LSR form
- 61 *27-Mar-00* *AIT*
RETAIN CURRENT LISTING field -- non compliant with OBF LSOG 4. AIT indicates field is not valid for Number Portability -- field is listed on Number Portability Form -- resolve inconsistency in LSR form

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- 62 27-Mar-00 AIT
REMARKS -- on LS and LSNP forms, N903 qualified is defined as LS. Qualifier should be LSR in LSR form
- 63 27-Mar-00 AIT
RESNUM field is defined as 16 A/N. Standard is 22A/N -- resolve inconsistency and conform to standard. in LSR form
- 64 27-Mar-00 AIT
SADLO field -- incorrectly shows three N9-1 elements in LSR form
- 65 27-Mar-00 AIT
FLOOR in Service Address -- in LSR form does not conform to LSOG standard of 4A/N AIT defines as 3 A/N
- 66 27-Mar-00 AIT
CITY field in LSR form data should be defined as 35 A/N and not 25 A/N per Ameritech design
- 67 27-Mar-00 AIT
END USER RETAIL LISTING (ERL) FOR UNBUNDLED LOOP ORDERS, Ameritech requires separate order to Ameritech Advertising Services) Data Element not available on LSR for Loop
- 68 27-Mar-00 AIT
FLOOR (Bill Name and Address) -- should be provided in LSOG standard format 4A/N and not 3A/N

CLEC OSS Issues -- Master Issues List

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- 69 27-Mar-00 AIT
 CHANGE ORDER SEQUENCE NUMBER -- in 855/865 transaction --
 not yet deleted in these transactions

PRE-ORDERING/ORDERING DOCUMENTATION

Issue Number	<i>Posted Date SBC Area Involved</i>	Collaborative Discussion Records
	Issue To Be Resolved	Additional Documentation
1	27-Mar-00 AIT What will be done to conform Ameritech's Pre-Ordering EDI documentation to SBC standards?	
2	27-Mar-00 AIT When will SBC produce CORBA documentation for use by Ameritech region-CLECs that want to develop a CORBA pre-ordering interface? The Plan of Record indicates the interface will be available in March 2001, but makes no mention of the specifications.	
3	27-Mar-00 ALL When will SBC provide uniform Web GUI user guides for the pre-ordering GUI? The Plan of Record does not indicate when the user guides will be available for CLECs.	
4	27-Mar-00 ALL When will SBC produce CORBA documentation for use by the SWBT/PB/SNET region-CLECs that want to develop a CORBA pre-ordering interface? The Plan of Record indicates the interface will be available in June 2001 in those regions.	

CLEC OSS Issues -- Master Issues List

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5 *27-Mar-00 AIT*
 What will be done to upgrade Ameritech's Electronic Service Ordering Guide (ESOG) to SBC Documentation Standards? It does not now conform to the documentation that SBC provides in its other regions.

6 *27-Mar-00 AIT*
 What will be done to conform Ameritech's EDI for Ordering documentation to SBC standard?

PRE-ORDERING/ORDERING INFRASTRUCTURE

Issue *Posted Date SBC Area Involved*
Number

Issue To Be Resolved

Collaborative Discussion Records

Additional Documentation

1 *27-Mar-00 AIT*
 Connectivity for Ameritech relies on proprietary Ameritech software. When will Ameritech conform to SBC open standards?

2 *25-Mar-00 ALL*
 SBC's POR commits to returning a 997 transaction for each EDI transaction it receives from CLECs. What commitment will SBC make for the timing of its return of the 997 transaction?

3 *26-Mar-00 ALL*
 SBC's POR commits to returning a 997 transaction for each EDI transaction it receives from CLECs. What commitment will SBC make for the reliability of its return of the 997 transaction?

CLEC OSS Issues -- Master Issues List

08-Apr-00

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|---|------------------|------------|---|
| 4 | <i>04-Apr-00</i> | <i>AIT</i> | Connectivity for Ameritech relies on proprietary Ameritech software. When will Ameritech conform to SBC open standards? |
| 5 | <i>04-Apr-00</i> | <i>ALL</i> | SBC's POR commits to returning a 997 transaction for each EDI transaction it receives from CLECs. What commitment will SBC make for the timing of its return of the 997 transaction? |
| 6 | <i>04-Apr-00</i> | <i>ALL</i> | SBC's POR commits to returning a 997 transaction for each EDI transaction it receives from CLECs. What commitment will SBC make for the reliability of its return of the 997 transaction? |
| 7 | <i>26-Mar-00</i> | <i>ALL</i> | In the SBC POR, it advises that it has established "process for evaluating the ordering requirements of its various existing interfaces and the appropriate industry standards and guidelines"
What are these processes? |

PRE-ORDERING/ORDERING PROCESS

Issue Number	<i>Posted Date</i>	<i>SBC Area Involved</i>	
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Issue To Be Resolved

Collaborative Discussion Records

Additional Documentation

- | | | | |
|---|------------------|------------|---|
| 1 | <i>27-Mar-00</i> | <i>AIT</i> | What steps is Ameritech going to take to improve flow-through rates for UNE-L orders? |
|---|------------------|------------|---|

CLEC OSS Issues -- Master Issues List

08-Apr-00

- 2 *27-Mar-00* *AIT*
What steps is Ameritech going to take to improve its flow through of UNE-P orders?
- 3 *27-Mar-00* *AIT*
Ameritech should make its order flow consistent for all order types -- e.g., "J" REQ TYP.
- 4 *27-Mar-00* *AIT*
What steps is Ameritech intending to take to implement "frame due time" UNE-L commitments?
- 5 *27-Mar-00* *AIT*
What are the processes that are involved in UNE-L orders that cause separate CLEC directory listing orders to be necessary?
- 6 *27-Mar-00* *AIT*
What databases or logs are maintained that reflect the orders that Ameritech has received from each CLEC?
- 7 *27-Mar-00* *AIT*
AIT should not send mechanized (EDI) confirmations on Faxed orders

CLEC OSS Issues -- Master Issues List

08-Apr-00

PROVISIONING

Issue Number	<i>Posted Date SBC Area Involved</i>	Collaborative Discussion Records
Issue To Be Resolved	Additional Documentation	
1	<i>27-Mar-00 AIT</i> Ameritech's unsolicited 865 transaction causes CLECs unnecessary time and expense to trace and review Ameritech order handling errors. What actions will Ameritech take to cease generating the unsolicited 865s?	
2	<i>26-Mar-00 ALL</i> Describe the methods SBC employs to process migration orders involving UNE-P where the main line of a multi-line account is being migrated, but the secondary lines are to remain with SBC.	
3	<i>26-Mar-00 ALL</i> Describe the loop hot-cut Frame Due Date procedures that SBC uses in each of its regions.	
4	<i>27-Mar-00 ALL</i> Describe the pre-cutover testing processes that SBC uses in each of its regions.	

CLEC OSS Issues -- Master Issues List

08-Apr-00

PROVISIONING PROCESS

Issue Number	<i>Posted Date SBC Area Involved</i>	Collaborative Discussion Records
Issue To Be Resolved	Additional Documentation	
<p>1 <i>27-Mar-00 AIT</i></p> <p>What are the "end-to-end" order-processing steps that Ameritech takes to process CLEC UNE-P orders in its work centers and systems.</p>		
<p>2 <i>27-Mar-00 AIT</i></p> <p>What are the "end-to-end" order processing steps that Ameritech takes to process UNE-L orders?</p>		
<p>3 <i>27-Mar-00 AIT</i></p> <p>What processes are used to generate electronic confirmation notices for orders received manually (via fax)?</p>		
<p>4 <i>27-Mar-00 AIT</i></p> <p>What processes are used to generate electronic completion notices for orders received manually (via fax)?</p>		
<p>5 <i>27-Mar-00 AIT</i></p> <p>What parts of the Pacific Bell UNE-Loop provisioning process cannot be implemented by Ameritech?</p>		

CLEC OSS Issues -- Master Issues List

08-Apr-00

REPAIR AND MAINTENANCE

Issue *Posted Date SBC Area Involved*

Number

Collaborative Discussion Records

Additional Documentation

Issue To Be Resolved

- 1 *27-Mar-00 ALL*
Describe the procedures that CLECs are to follow for issuing a trouble ticket on a UNE Loop during the loop cut-over.
- 2 *08-Apr-00 ALL*
What changes are being planned for the current EBTA Interface that is available in the Ameritech, SWBT and PB/NB service areas? POR FMO Section E. "interface will be similar to the current EBTA interface"
- 3 *08-Apr-00 ALL*
What technical constraints prevent SBC's provision of MLT functions for UNE-P services?
- 4 *08-Apr-00 ALL*
Per the Attribute Table in the POR FMO (page 44), which standards for the attribute data elements will be met and which require local adaptation?
- 5 *08-Apr-00 ALL*
What GUI functionality will be available to support trouble reporting on UNE-P services?

CLEC OSS Issues -- Master Issues List

08-Apr-00

REPAIR AND MAINTENANCE DOCUMENTATION

Issue Number	Posted Date	SBC Area Involved	Collaborative Discussion Records	Additional Documentation
Issue To Be Resolved				
1	27-Mar-00	ALL		
What will be done to provide uniform EB-TA (Maintenance and Repair) Interface Specifications that would be consistent with SBC standards				
2	08-Apr-00	ALL		
When will SBC provide uniform GUI User's Guide documentation for each of the releases of the GUI application that it has announced?				

REPAIR AND MAINTENANCE PROCESS

Issue Number	Posted Date	SBC Area Involved	Collaborative Discussion Records	Additional Documentation
Issue To Be Resolved				
1	08-Apr-00	ALL		
Which types of services will SBC provide electronic bonding via EBTA for repair and maintenance and which will require manual referrals to the service centers?				

SBC INFRASTRUCTURE

Issue Number	Posted Date	SBC Area Involved	Collaborative Discussion Records	Additional Documentation
Issue To Be Resolved				
1	27-Mar-00	ALL		
The 13 State Change Management Process is not yet agreed by the industry members.				

CLEC OSS Issues -- Master Issues List

08-Apr-00

- 2 27-Mar-00 AIT
Will Ameritech-region CLEC change requests that are submitted to SBC/Ameritech for implementation "compete" with change requests of any other area beyond Ameritech?
- 3 27-Mar-00 AIT
When will the initial "12 month view" of OSS interface development be made available? A component of the Change Management Process.
- 4 27-Mar-00 ALL
For new GUI's the proposed schedule for release of "Initial Release Specifications" is too close to the date of implementation to afford CLECs the necessary time for training. What can be done to speed delivery?
- 5 27-Mar-00 AIT
Prior to the implementation of the uniform versioning process, what versioning system will be made available for new interface releases?
- 6 27-Mar-00 AIT
What testing environment(s) will be made available to CLECs in advance of the uniform CLEC Joint Testing process? An element of the Change Management Process

CLEC OSS Issues -- Master Issues List

08-Apr-00

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| 7 | <i>27-Mar-00</i> | <i>AIT</i> | What testing data will be developed and maintained by SBC/Ameritech for the new pre-ordering transactions that are to be made available in March 2000? |
| 8 | <i>08-Apr-00</i> | <i>ALL</i> | Regarding connectivity to SBC/Ameritech networks, when will ARAF and SRAF documentation be provided that specifies IP addresses, routers and recognizing more than one IP address? |

WHOLESALE BILLING

Issue Number	<i>Posted Date SBC Area Involved</i>	Collaborative Discussion Records
	Issue To Be Resolved	Additional Documentation
1	<i>08-Apr-00 ALL</i>	
	What Billing Account Number changes will be required to be made in the implementation of the EDI 811 changes described in the SBC POR? See FMO Section F.	
2	<i>08-Apr-00 ALL</i>	
	What technical issues would prevent SBC/Ameritech from supporting more than one billing data delivery standard? E.g., BDT and Direct:Connect	
3	<i>08-Apr-00 AIT</i>	
	Describe the billing changes that are scheduled for March 2001 that do not relate specifically to the EMI Uniform Record Types. See: FCC POR Billing versus Illinois POR Billing Enhancements.	

CLEC OSS Issues -- Master Issues List

08-Apr-00

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|---|----------------------------|--|
| 4 | <i>08-Apr-00 AIT</i> | Describe the services that will continue to be billed via AEBS and not via CABS. |
| 5 | <i>08-Apr-00 PB/NB</i> | When will the Dial Up delivery method for billing records be made available? |

WHOLESALE BILLING DOCUMENTATION

Issue Number	Posted Date SBC Area Involved	Collaborative Discussion Records	
		Additional Documentation	
1	<i>27-Mar-00 AIT</i>		
		When will Ameritech billing documentation be made to conform to SBC wholesale billing documentation?	
2	<i>08-Apr-00 ALL</i>		
		When will the SBC Usage Extract Guide be made available?	